

Training the KM Workforce: A way ahead!

Facilitator

Mr. Billy Mariano



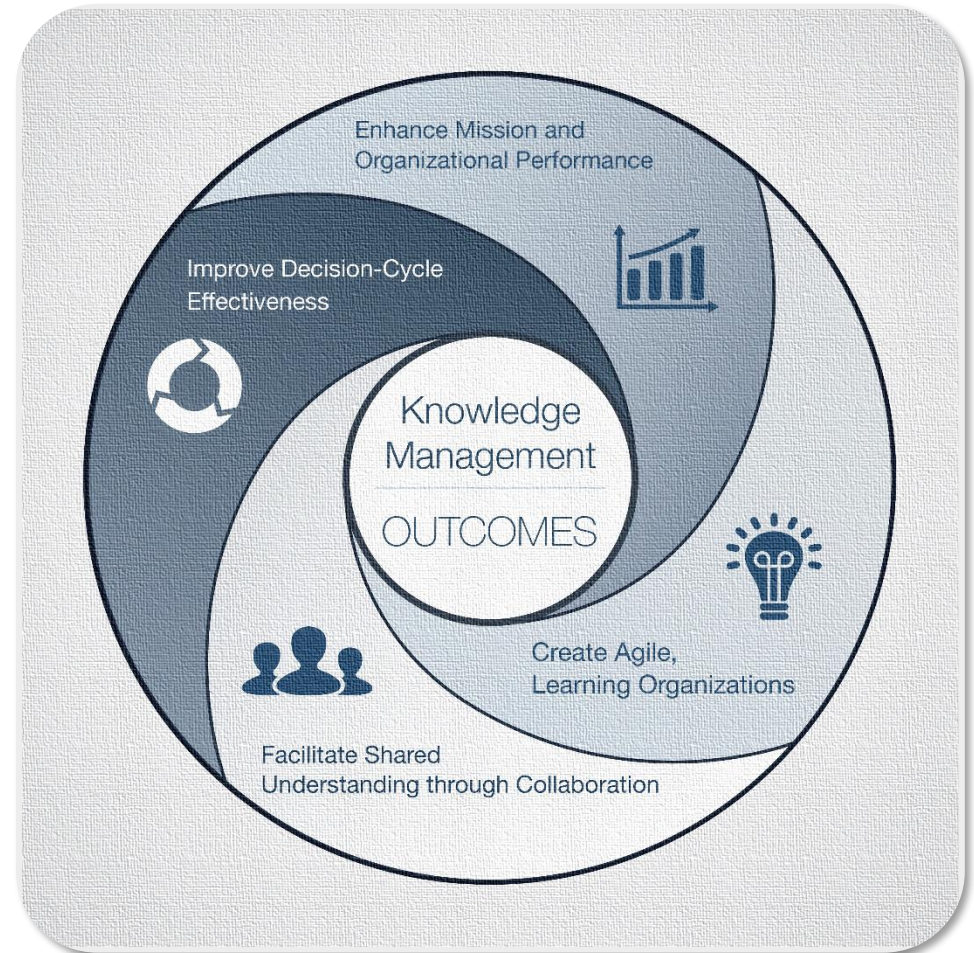
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Panel Members

CDR S. Michelle Layne

Mr. Joe Koskey

Mr. Morgan McGary



DoD KM Summit Results



KM Unified Training Working Group

Morgan McGary
USSTRATCOM/KMO
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UNCLASSIFIED



Problem & Constraints

- Problem
 - Lack of guidance from JS and DoD on KM
 - Service guidance is not synchronized
 - Duties vary widely between various KM shops
 - Creates lack of understanding about role of KM
 - Harder for KM practitioners to build adequate skills to qualify for any given KM shop
- Constraints
 - No mandatory training expense (i.e. 8570)
 - Leverage what we've got
 - Allow for home-grown, commercial, or aggregated



Results - Policy

- Policy
 - Scope: This guidance applies to all Department of Defense elements.
 - Requirements
 - Training may be locally developed, leveraged from other DoD elements, or acquired from commercial sources **as long as course content contains the core competencies**.
 - This guidance provides a **minimum** set of competencies that KM training programs must include in order to be certified and accepted cross-organizationally throughout the DoD. Organizations are not required, nor expected, to limit themselves to this content but should provide them at a minimum in any developed or acquired training. Units should expand the scope of their content as the mission requires.



Results - Targets

- Focus Areas (based on draft KM DoDI KM outcomes)
 - Agile Learning
 - Decision Cycle
 - Enhance Performance
 - KM Program Management
 - Shared Understanding
- Audiences
 - KM Practitioner
 - Leadership
 - Knowledge Worker (everyone else)
- Knowledge Levels
 - Awareness
 - Proficiency
 - Expertise





Results - Competencies

- Agile Learning (5)
 - Best Practice Identification/Sharing
 - Change Management
 - Critical Thinking
 - Knowledge Capture
 - Lessons Learned
- Decision Cycle (5)
 - 7-min Drills
 - Battle Rhythm Mapping/Management
 - Decision Support Systems
 - Knowledge/Concept Mapping
 - Meeting Management
- Enhance Performance (11)
 - Analytics
 - Continuous Process Improvement (CPI)
 - Expertise Tracking/Marketing
 - Innovation Management
 - KM Assessments
 - Knowledge Engineering
 - Metrics and Measurement
 - Project Management
 - Roles/Responsibility Capture (RACI)
 - Task Tracking Methodologies
 - Work methodology (agile, kanban, capture)



Results – Competencies (cont.)

- KM Pgm Management (9)
 - Establishment of KM Battle Rhythm events
 - KM Doctrine
 - KM Fundamentals
 - KM Governance
 - KM Plan/Strategy
 - KM Roles
 - KM Training
 - Knowledge Worker Concept
 - Leadership Endorsement/Support
- Shared Understanding (11)
 - Brainstorming Methods
 - Collaboration Tools & Environments
 - Communication Plans
 - Communication Skills
 - Communities of Practice (virtual/physical)
 - Content Management
 - Dashboarding
 - Knowledge Dissemination
 - Portal Content Design
 - Social Business Platforms
 - Visualization of Information

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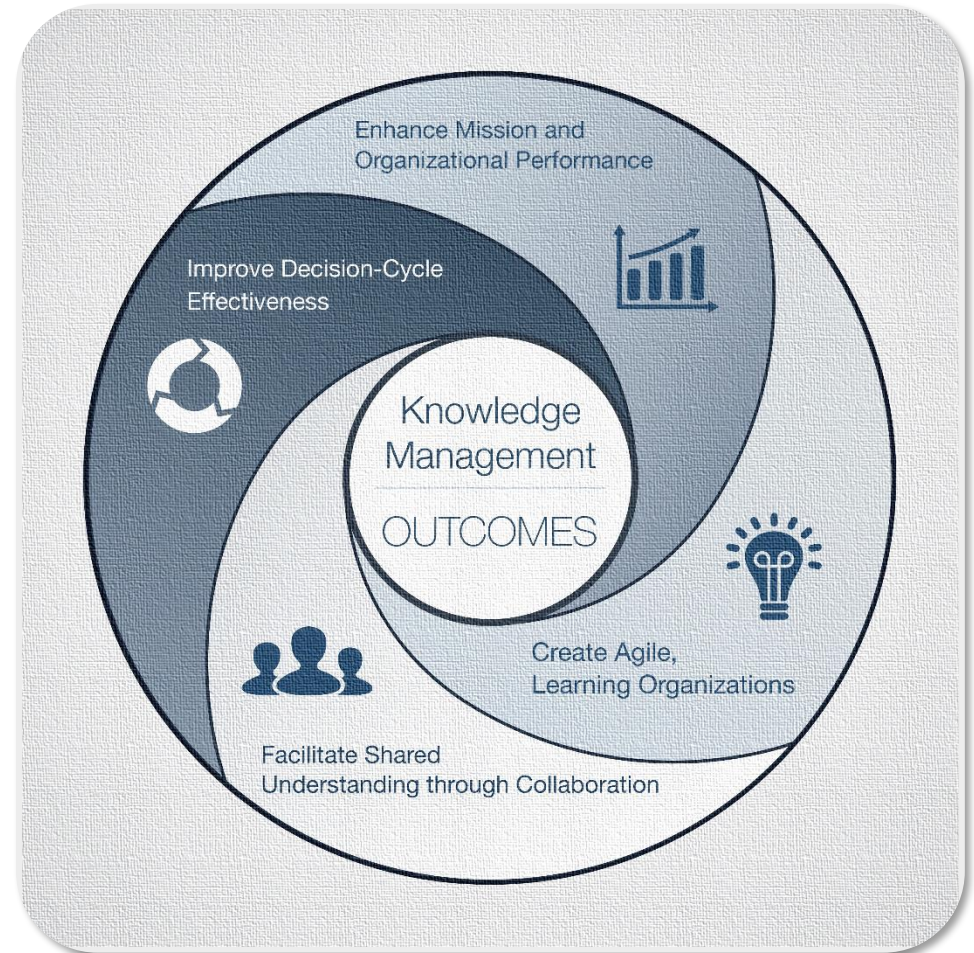
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Knowledge Management Qualification Course (KMQC)

- 3-week resident course designed for KM Practitioners
- Awards additional skill identifier (ASI) 1E “KM Professional”

Knowledge Management Representative Course (KMRC)

- Unit funded 2 ½ day course designed for KMRs
- AKM Proponent provides 2x instructors

Senior Leader Executive Overview (SLEO)

- 45 – 90 minute session designed for unit senior leadership
- Conducted in conjunction with the KMRC

Army Knowledge Management Basics Course (AKMBC)

- 8 module self-paced course designed for all Soldiers and Civilians
- Available on milUniversity



US Army Course Offering	Agile Learning	Decision Cycle	Enhance Performance	Shared Understanding	KM Program Mgmt	Total Alignment
KMQC	4 of 5	4 of 5	8 of 11	9 of 11	9 of 9	34 of 41
KM Practitioner	80%	80%	73%	82%	100%	82.9%
KMRC/ SLEO	3 of 5	3 of 5	4 of 8 *	2 of 10 *	6 of 7 *	18 of 35
Leadership	60%	60%	50%	20%	86%	51.4%
AKMBC	2 of 4 **	3 of 5	3 of 6 **	2 of 10 **	4 of 4 **	14 of 29
Knowledge Worker	50%	60%	50%	20%	100%	48.2%

* Six (6) total competencies considered 'Not Applicable' for *Leadership*

** Twelve (12) total competencies considered 'Not Applicable' for *Knowledge Workers*

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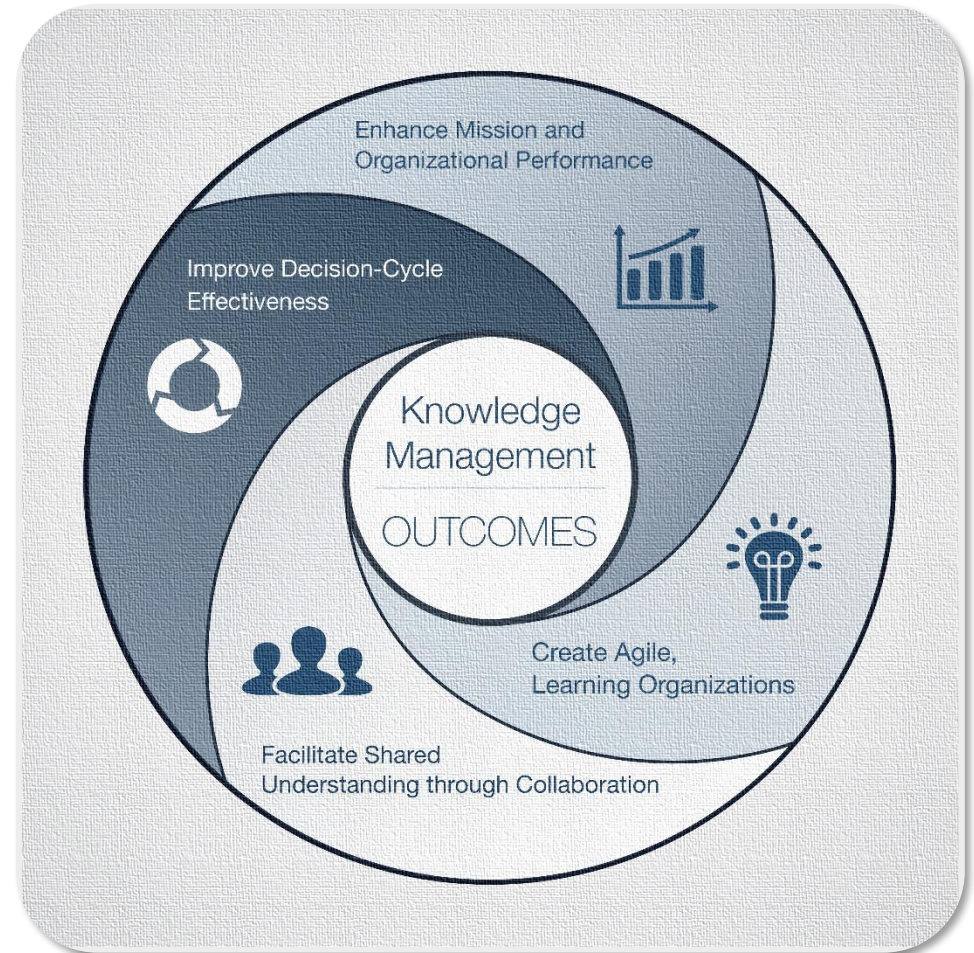
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❖ Sustain

- Accreditation and instructional rigor
- Doctrinal foundations (drives training development)
- Dialog and collaboration with Joint and Multinational community

❖ Improve

- Alignment to Joint KM Tng Req'ts (Outcomes and Competencies)
- Interoperability (Experimentation and Validation venues)
- Senior leader exposure (Policy and resource allocation)

❖ Innovation Pursuit

- Next Generation KM (AI/ML Integration)
- KM and Org Performance Tools (Leverage industrial base)
- Credentialing opportunities

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